

HSO Advice & Assessment – 7-9

Job Category

Within the Housing Solutions Service the Advice and Assessment Team primary purpose is to prevent homelessness and provide Housing Solutions to families, couples and single people over 22. The team are responsible for assessing the housing needs of customers and identifying support needs, working closely with other parts of the service and partner agencies to ensure the best outcomes are achieved for customers.

Where Homelessness cannot be prevented the team will ensure the councils statutory duties are effectively and efficiently carried out.

Role Description

Your primary aim is to prevent homelessness wherever possible, ideally through early intervention; where homelessness cannot be prevented you will determine if the Council has a statutory duty towards a customer.

You will have an understanding of housing and homeless legislation and be able to carry out homeless assessments, ensuring appropriate decisions are determined.

You assist in the provision of frontline service delivery and be part of a team duty rota providing advice and assistance to customers who are either facing the threat of homelessness or homeless on the day.

You will be required to provide written communications to customer and others

You will need tenacity and perseverance required for working with and supporting people who have complex needs, vulnerabilities and can present with challenging behaviours

You will complete the assessment of housing needs with regard to the Kirklees council Allocations Policy

You will ensure that the recording of case notes are effectively maintained

You will refer to colleagues within the service for the provision of temporary accommodation

You will provide advice and guidance to other services both internal and external

You will undertake home visits where necessary

You will be required to adhere to all Kirklees Council policies including risk assessments, safeguarding and professional boundaries.

Position of job in organisational structure

You will report to a Senior Housing Solutions Officer

For Office Use Only:

Job Category		Grading ID	
Job ID		Last Updated	
Job Focus		Career Progression	

Contractual Variants

DBS Category		DBS Type	
Health Check		Politically Restricted	
24/7 working		Public Holidays	
Night Working		Alternating Pattern	
Standby		Other	